

## LANGUAGE LINE SERVICE

If you need language interpretation, please notify the DC agency you are contacting that you need an interpreter and state your native language in English. (Ex. "I speak Chinese", "I speak Korean", or "I speak Vietnamese".)

## CITY GOVERNMENT PHONE DIRECTORY

**Mayor's Call Center**  
(For general requests and information)  
(202) 727-1000

**Metropolitan Police Department**  
**Fire & Emergency Medical Services**  
Emergency 911  
Non Emergency 311  
Website: [www.mpd.dc.gov](http://www.mpd.dc.gov)

**Asian Liaison Unit** (202) 724-8009  
\*For officers who specialize in handling Asian related issues/cases\*

**Crime Victim Compensation Program**  
(202) 879-4216

**Gay & Lesbian Liaison Unit** (202) 727-5427

### Local District Police Departments

District 1 (202) 698-0555  
District 2 (202) 282-0070  
District 3 (202) 673-6815  
District 4 (202) 576-6745  
District 5 (202) 698-0150  
District 6 (202) 698-0880  
District 7 (202) 698-1500

**Narcotics Unit** (202) 698-5622

**Prostitution Unit** (202) 727-1818

**Youth Investigations Branch** (202) 576-6768

## JUVENILES

### HOW DO I DEAL WITH JUVENILE RELATED CRIMES AND HARASSMENT?

Call 911 if it is an emergency. If it is not an emergency, call 311. Please give a description of the youth to report to the police officer even if you do not have a clear depiction. You can also attend your Police Service Area (PSA) meetings by calling your police department to find out about PSA schedules and share your concerns about what may have happened to you or your business, and ask them to assist you. Getting involved with the local community helps you become part of the community and involves the community in helping you with problem solving. You can also call your local police department for assistance. REMEMBER: you may not grab or touch the juvenile.

## MYTHS AND FACTS!

**MYTH:** I might be blamed if the police cannot find the suspect.

**FACT:** The Metropolitan Police Department (MPD) does not "blame or question" the witness in the event that the MPD cannot find the suspect.

**MYTH:** I do not need to report crimes because reporting crimes do not make a difference.

**FACT:** Reporting crimes does make a difference in your neighborhood. All reports will be tracked by the MPD. Repeated reports in one area will mark the zone as a "hot spot" and the police will patrol the area more frequently.

**Office on Asian & Pacific Islander Affairs**  
441 4th Street, NW, Suite 805 South  
Washington, DC 20001  
Main Line: (202) 727-3120  
Fax: (202) 727-9655  
Website : [www.apia.dc.gov](http://www.apia.dc.gov)

**Office Hours**  
Monday-Friday: 8:30AM — 5:30PM

## How Do I Keep My Business Safe?

**Office on Asian & Pacific  
Islander Affairs (OAPIA)**



## A Quick And Easy Guide To Safety!



**Anthony A. Williams**  
Mayor of the District of Columbia

## CRIMES

### HOW CAN I AVOID PEOPLE FROM LOITERING AROUND MY BUSINESS?

You may place signs up stating, “No Loitering” and you may ask them to leave if they are loitering. First, ask them to leave in a polite manner, and if they refuse, you have the right to call the police. Unless there is immediate danger, it is recommended you dial 311.

### WHAT CAN I DO TO PREVENT PEOPLE FROM DAMAGING MY PROPERTY?

- It is highly advisable to install operating surveillance cameras to monitor your building from the outside. Remember to record and change your tapes often.
- Getting involved with the local community is a great way to help avoid crime and harassment for your business. By supporting the local community, you will make them feel welcomed and see you as part of the community.

### CAN I REQUEST FOR POLICE TO PATROL MY AREA DURING SPECIFIC STORE HOURS?

Yes, you can. You must go to your local Police Department and state your request and reason to the “Log Book Attention”. The police will try to patrol your area during the time frame you requested.

#### **BUSINESS EMERGENCY NOTIFICATION CARD**

It is important to fill out the Business Emergency Notification Card when police officers conduct outreach in your area. The police will know how to contact you if an emergency happens to your store!

## SHOPLIFTING

### HOW CAN I AVOID SHOPLIFTING IN MY STORE?

There are many ways to prevent shoplifting such as: installing surveillance cameras (make sure a videotape is recording at all times), and post warning signs outside and inside your store (i.e. “Shoplifters Will Be Prosecuted”). You may contact your local police station for more information, or visit Rutgers University’s website: <http://crimeprevention.rutgers.edu/crime/shoplifting/shopliftips.html>.

### HOW DO I HANDLE SHOPLIFTERS?

#### **DO:**

If you observe someone shoplifting, call 911. Try to provide any evidence (i.e.. videotape from camera) or physical description of the shoplifter:

- Which direction the shoplifter ran
- Type of clothing the shoplifter was wearing
- The age, gender, height, weight, etc.

#### **DO NOT:**

Do not attempt to detain, chase, or grab a shoplifter.

### CAN I BAR SOMEONE FROM MY STORE BECAUSE THEY SHOPLIFTED FROM MY STORE BEFORE?

Yes, you may obtain a barring notice and the individual can be barred from your store. If you plan on obtaining one, you must contact your Local police department. The shoplifter and the police officer must be present in order for you to bar someone from the store. The police will provide you with further instructions on the barring procedure.

**REMEMBER:** If the barred individual is at your store, do not grab, chase, or prevent the shoplifter from leaving the store. Call the police, and the officer will handle the situation upon arrival.

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Sources: From District of Columbia government agency websites. (Revised February 2006)

## REPORTING A CRIME

### HOW DO I REPORT A CRIME?

Call 911 if it is an emergency. If it is not an emergency, call 311. While calling 911 or 311, you may request an interpreter to assist you in speaking your native language. If you can name your language in English, it will help the operator process your call more promptly. Provide the police with recorded evidence on videotape if available.

### HOW CAN I REVIEW MY CASE?

You need to contact the police officer that took your report information. If you are unable to get in contact with the police officer, please contact your local police department and they will be able to assist you. Please document your police crime report number, and date of the incident.

### WHERE CAN I GET A COPY OF THE CRIME REPORT?

You must have the Criminal Complaint Number (CCN) which is a six-digit number given at the time the report is taken to contact the Police Headquarters at 311. There is a \$2 service charge for each additional crime report.

### HOW DO I SUBMIT A COMPLAINT IF I AM UNSATISFIED WITH THE POLICE REGARDING MY CASE?

You will need to contact the Office of Police Complaints at 202-727-3838 (1400 I Street, NW, Suite 700, Washington, DC 20005). You should also voice your concerns at regular Police Service Area (PSA) meetings. Please contact your local district for PSA meeting schedules and venues.